

**Residential Open Access Implementation Plan**

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June 1, 2001

Chapter 3: Customer Selection of RES or MSP

**CHAPTER 3: CUSTOMER SELECTION OF RES OR MSP**

In the new marketplace, eligible residential customers are able to purchase electricity from RESs and take unbundled metering services from MSPs. To make the process of choosing and switching energy suppliers or metering service providers work smoothly, a number of procedures will need to be followed and certain requirements met. This chapter details the process of customer choice and the policies governing that process.

This chapter is divided into two sections. One section deals with the Direct Access Service Request (DASR), which is the means of communication between the delivery services provider and the RES or MSP about energy supply or metering service choices. The second section provides a summary of how various customer, energy supplier or metering service provider situations are resolved. These include voluntary and involuntary customer changes from one energy supplier or metering service provider to another, including ComEd when ComEd is the designated energy or metering service supplier.

**THE DIRECT ACCESS SERVICE REQUEST (DASR) PROCESS**

Much of the information contained in this chapter was developed through the cooperation of utilities, potential RESs and customers in the ICC working group assigned to the DASR process and represents consensus decisions about the form and content of the DASR.

**Definition of DASR**

The DASR is a means of communicating service requests, such as enrollment requests and responses, between the RESs or MSPs and the host utility. A DASR is internally submitted by ComEd when customers voluntarily switch to bundled service. The DASR is used for enrolling the customer, making energy supplier or metering service provider

## Residential Open Access Implementation Plan

---

June 1, 2001

Chapter 3: Customer Selection of RES or MSP

switches, and rescinding energy supplier or metering service provider switches. The DASR is only accepted from RESs and MSPs or from ComEd where specifically noted above.

### Prerequisites for Submission of the DASR

Energy suppliers or metering service providers who wish to submit a DASR must meet the following requirements:

- Obtain certification from the ICC, as a RES or MSP
- Registers as a RES or MSP with ComEd
- Complete appropriate registration procedures
- Sign applicable agreements with ComEd
- Successfully completed DASR, EDI and other necessary testing procedures

For more information on these electronic requirements, visit the PowerPath Web site at [www.comedpowerpath.com](http://www.comedpowerpath.com). Additional information on electronic data transaction requirements may also be obtained on the Choice in Illinois Web site at [www.choiceinillinois.com](http://www.choiceinillinois.com).

### Letter of Agency

Before a RES can submit a DASR, the energy supplier must obtain a signed Letter of Agency (LOA) from the customer. The LOA serves as the customer's intent to obtain power and energy supply services from the named energy supplier and authorizes ComEd to provide billing and usage data to that party. The LOA must contain the following at a minimum: date of the agreement; name of the customer of record; service address; mailing address; daytime and evening telephone numbers; utility account number; one valid meter number associated with the account; name of the delivery services company; and the customer's signature. The RES must retain all signed LOAs and the DASRs on

## Residential Open Access Implementation Plan

---

June 1, 2001

Chapter 3: Customer Selection of RES or MSP

file for at least two years. Written authorization is also required from the customer before the MSP may submit a DASR. The MSP must retain the signed authorization and DASR on file for at least two years.

### Types of DASRs

- **Enrollment DASR**

The enrollment DASR begins the enrollment process for a customer selecting a new RES or MSP. It is also used by ComEd for switches to bundled service. A separate DASR must be submitted for each customer account being enrolled. A separate DASR is also required for each type of enrollment, energy or metering service. The enrollment DASR is used for switches in service from the utility to a RES or MSP, from one RES or MSP to another, and from a RES or MSP to the utility. General reference to a DASR usually signifies an enrollment DASR.

As part of the enrollment process the RES is obligated to honor the customer's commitment to ComEd's Nature First® program. At the time of enrollment on the response back to the RES, ComEd will indicate if the customer to be enrolled with the RES is participating in the Nature First® program. Nature First is ComEd's air conditioning cycling program that allows the company to cycle the air conditioning compressor off and on, on the hottest days of the summer. For further information regarding Nature First® please visit the ComEd Web site at:  
[www.ceco.com/comed/residential/](http://www.ceco.com/comed/residential/).

- **Drop DASR**

A drop DASR is submitted to ComEd, by the RES or MSP, to discontinue energy supply or metering services to a customer. A drop DASR is only needed if the existing

## **Residential Open Access Implementation Plan**

---

**June 1, 2001**

**Chapter 3: Customer Selection of RES or MSP**

energy supplier or metering service provider voluntarily terminates the active service request with a specific customer. When a customer switches to another RES or MSP, the new RES or MSP submits an enrollment DASR. When ComEd accepts that new DASR, ComEd sends a drop notification to the current RES or MSP.

- **Response DASR**

DASRs are two-way documents. In other words, every “request” is accompanied by a “response,” usually accepting or rejecting the request. Similarly, “notifications” are followed up with “acknowledgements.” For each enrollment DASR, sent by either a RES or an MSP, ComEd will respond with a notification of acceptance or rejection. If the enrollment DASR is rejected, a reason for the rejection will be provided.

- **Mass Change**

When an energy supplier or metering service provider fails to meet its continuing obligations and is terminated pursuant to tariff, or is decertified as a RES by operation of law, its customers are switched to ComEd services. This switch is accomplished by a manual Mass Change process.

- **Rescind Request**

A rescind request is used by the RES or MSP to recall an enrollment DASR that is not yet active. Only the RES or MSP that submitted the enrollment DASR may rescind it. As with other types of DASRs, rescind requests must be submitted at least seven (7) calendar days in advance of the scheduled switch date. However, if the rescind request is received at least five (5) business days before the scheduled switch date, ComEd will rescind the request and bill the RES for any required charges for meter exchanges that were performed by ComEd in anticipation of the switch. This entire process is

## Residential Open Access Implementation Plan

---

June 1, 2001

Chapter 3: Customer Selection of RES or MSP

done manually through the ESSD Account Managers, not through EDI. If an energy supplier rescind request is received less than five (5) business days before the switch date; the switch will be processed.

- **Fees**

ComEd does not currently charge a fee for processing standard DASRs. However, point-to-point transmission arrangements and split load enrollments are processed manually and are subject to a reasonable charge. Also, as stated above, ComEd may charge for rescind requests submitted less than seven (7) calendar days but greater than five (5) business days before the scheduled switch date. The charge will be applied when a field visit has occurred to exchange a meter in anticipation of the switch.

### TRANSMISSION OF THE DASR

The standard for data exchange is EDI. EDI standards for Illinois were created by the ICC Communication Protocols Working Group based on Utility Industry Group Standards. The current Illinois standard for data transport is a Value Added Network (VAN). In addition, ComEd supports the Internet as an alternative to the VAN for data exchange, using the Gas Industries Standards Board Electronic Data Management standard. When using the Internet a VAN backup is still required.

### Lower Volume Users

For those RESs or MSPs that do not already have EDI/VAN capability, other options are available. They may contract with companies offering EDI/VAN services either manually or using automated methods such as the Web. ComEd provides access to

## **Residential Open Access Implementation Plan**

---

**June 1, 2001**

**Chapter 3: Customer Selection of RES or MSP**

mapping services required for EDI services. A fee will be assessed to a RES or MSP using ComEd's mapping service.

### **DASR CONTENT**

The DASR content includes: commodity type; record type; type of DASR (enrollment, drop) requested effective date; a code identifying an organizational entity; a flag for billing and usage data; a primary energy supplier or metering service provider identifier; a flag for partial load on delivery services; a billing option identifier; sender ID and receiver ID. In addition, the following customer information is to be included: account number, meter number, name, service address, zip code and phone number (optional).

(Note: Transmission service information is not provided in the DASR. This information is available through registration in accordance with ComEd's OATT.)

### **DASR SUBMISSION TIMELINES**

The energy supplier or metering service provider must submit the enrollment and drop DASRs according to the following: for standard switches, the DASR may be submitted 45 days before the first day of the month of the switch and the DASR must be submitted at least seven (7) calendar days before the next scheduled meter reading date. If the DASR is submitted less than seven (7) calendar days before the scheduled meter reading date, the switch will occur on the following scheduled meter reading date.

The first valid DASR received for a specific billing month for a customer account is the effective DASR. All subsequent DASRs for the same billing month will be automatically rejected. The customer can have only one active and one pending RES or MSP. Once a customer's request to switch to a new energy supplier and/or metering service provider is pending, all subsequent DASRs for that type of enrollment are rejected until the pending switch becomes active.

## **Residential Open Access Implementation Plan**

---

**June 1, 2001**

**Chapter 3: Customer Selection of RES or MSP**

ComEd assigns an effective date. For standard switching of energy suppliers and all switching of metering service providers, the switch occurs on the scheduled meter reading date for the customer. ComEd's meter reading schedules are posted on the PowerPath Web site. The Meter Bill Group number is used to determine the meter reading schedules and can be found on the PowerPath Web site in the summary billing information. ComEd will communicate this effective date to the current RES or MSP, as well as to the new RES or MSP.

### **DASR VALIDATION**

Upon receipt, the DASR will be subjected to the following verification:

- ComEd validates account number and meter number
- ComEd verifies RES or MSP certification and registration status
- ComEd verifies customer eligibility

If ComEd determines that a valid EDI transaction has been received, ComEd responds to the DASR request by accepting or rejecting it within five (5) working days of the receipt of the DASR. An invalid EDI transaction, one not meeting American National Standards Institute (ANSI) requirements, is immediately rejected by the EDI translator. A valid EDI transaction is accepted by the EDI translator and a functional acknowledgement (receipt verification) is automatically returned by the EDI translator.

Once a transaction is accepted by the EDI translator, it is subject to further verification and is accepted or rejected. The acceptance or rejection is sent back to the party that submitted the original DASR. If the enrollment DASR is accepted, the date of the switch (typically the next scheduled meter reading date) is provided by ComEd. If the DASR is rejected, reject reason(s) will be provided. Typical reasons for rejection include: incomplete enrollment form; energy supplier or metering service provider code invalid; energy supplier or metering service provider not registered and active; invalid customer

## Residential Open Access Implementation Plan

---

June 1, 2001

Chapter 3: Customer Selection of RES or MSP

account number; and so on. (Refer to the *Retail Electric Supplier Resource Guide* or *Metering Service Provider Resource* for reason codes or the *EDI Implementation Guides* on the PowerPath Web site at [www.comedpowerpath.com](http://www.comedpowerpath.com).)

### ACKNOWLEDGEMENTS

A number of acknowledgements are sent to complete the communication process in regard to switching customer accounts. (Sample letters included in Appendix B are illustrative of those to be used as part of ComEd's Open Access/Customer Choice notification processes as of May 1, 2002.)

#### RES or MSP Acknowledgements

When a RES or MSP submits a DASR to ComEd, several communications can be sent to the new supplier via EDI. This includes an acknowledgement of the receipt of the DASR, a return of rejected DASRs with reason codes for the rejection or an acknowledgement that the DASR has passed all required validation and a notification of activation date. For standard enrollments, the activation date acknowledged is the scheduled meter reading date. Even though meter reads happen during a meter reading window, the switch will occur on the scheduled meter read date.

#### Notification to Current RES or MSP

When a customer selects a new energy supplier or metering service provider, a notification is sent to the existing RES or MSP with the effective date of termination.



## **Residential Open Access Implementation Plan**

---

**June 1, 2001**

**Chapter 3: Customer Selection of RES or MSP**

### **Customer Acknowledgements**

Acknowledgement is sent to the customer of a pending switch, including the name of the pending (new) energy supplier or metering service provider, an effective date, and a telephone number to contact with questions.

### **Acknowledgements for a Rescind**

When ComEd processes a rescind request, it sends a drop notification to the pending RES or MSP, a notice of reinstatement to the existing RES or MSP to reinstate its service responsibility, and a mailing of a notice to the customer.

### **Other Acknowledgements**

ComEd sends a notice to current and pending energy suppliers or metering service providers for customer accounts that have been finaled.

### **Update of Customer Information**

If the customer supplies ComEd with updated customer information (e.g., mailing address, phone number, etc.), ComEd will send an updated DASR to the current energy supplier or metering service provider with the updated customer information.

## **CUSTOMER SELECTION OF A RES OR MSP**

When an eligible customer becomes a ComEd delivery services customer of ComEd, a number of situations arise. These are governed both by policy and procedure as follows:

### **Selection of a New Retail Electric Supplier or Metering Service Provider**

When eligible customers select a new RES, they indicate this selection by signing a Letter of Agency. When selecting a new MSP, customers must also provide written

## **Residential Open Access Implementation Plan**

---

**June 1, 2001**

**Chapter 3: Customer Selection of RES or MSP**

authorization. After receiving the authorization the RES or MSP is responsible for submitting a DASR to ComEd. The customer must have either a pending, queued or active enrollment with a RES in order to enroll with an MSP.

### **New Customers Eligible to Choose a New RES**

If a new customer moves into ComEd's service territory, the customer immediately becomes eligible to choose a RES. If the new customer chooses a RES, that RES must submit an enrollment DASR to ComEd at least seven (7) calendar days before the requested effective date of service. The standard enrollment process of DASR submission is followed thereafter. If the customer's effective date is the regularly scheduled meter reading date, then the switch to the MSP can occur at the same time, providing the metering service enrollment DASR is submitted after the energy supplier DASR is submitted.

If the new eligible customer does not choose a RES or does not contact ComEd to set up its account at least seven (7) calendar days before the requested effective date of service, the customer will be placed on ComEd bundled services until a new supplier is chosen.

### **Switch to Bundled Service**

Customers in ComEd's service territory being served by a RES or MSP may wish to switch to ComEd's bundled tariffs or standard metering service. ComEd will obtain a signed Letter of Agency from the customer for the energy supplier switch, as well as written authorization for the metering service switch. Then ComEd will submit an enrollment DASR using the standard process.

Customers are subject to ComEd's rates and fees in effect at the time that ComEd is requested as the service provider. In addition, residential customers switching to bundled tariffed energy services from delivery services will not be eligible for delivery services for

## Residential Open Access Implementation Plan

---

June 1, 2001

Chapter 3: Customer Selection of RES or MSP

a period of 24 months. A delivery services customer receiving metering services from an MSP can switch back to ComEd standard metering and still be eligible to choose an MSP at any point in the future as long as the customer remains a delivery services customer.

### Selection of Split Load

Customers have the option of choosing a new RES for some of their load and ComEd's bundled service for the remainder. The request for the split load option is submitted by a RES via DASR enrollment form. Customers have the ability to split load on an account by the following methods:

- **Meter-by-Meter** - This allows customers with multiple meters to place the load of one, or more meters with ComEd, while load of other meters is placed with a RES.
- **Percentage of Customer Load** - This allows customers to have a percentage of its total load provided by a RES. The portions will be determined on the basis of percentages during each half-hour of each monthly billing period. Customers will designate the percentage of load for each half-hour period to be supplied by each supplier. The sum of both percentages shall equal 100% and remain the same for each half-hour. Customers that choose this option must have electronic recording meters for each metering installation at the premises.
- **First Through the Meter** - The portion supplied by a RES will be determined by a single specified constant amount, in kilowatt-hours (kWhs), during each half-hour of each monthly billing period. The specified constant amount will be the same for every half-hour. Customers that choose this option must have electronic recording meters for each metering installation at the premises.

## Residential Open Access Implementation Plan

---

June 1, 2001

Chapter 3: Customer Selection of RES or MSP

ComEd's Rate PR - Partial Requirements Contract Service (Rate PR) serves the portion of such customer's load that remains on bundled service. The contract charges under Rate PR recover ComEd's costs of providing delivery services and procuring power and energy for the customer at market rates. The charges also recover transition charges and any other costs that ComEd incurs to serve the customer's partial load requirements (See Rate PR). Customers with part of their load on Rate PR are not eligible to choose an MSP. As is the case with a standard enrollment, the RES is obligated to honor a customer's involvement in ComEd's Nature First® program.

Although the request for the split load option will be submitted electronically, it will be processed manually by ComEd. A reasonable fee will be charged to split load customers because of the extra account management and data processing required.

### Customer Moves

If a customer moves outside ComEd's service territory, the current account will be finalized by ComEd. A drop notification is sent via EDI to the current RES or MSP (and any pending RES or MSP). If a customer moves within ComEd's service territory, the RES or MSP is notified via EDI. However, the customer must notify ComEd and the RES/MSP of the move to ensure uninterrupted delivery services and continuous service with their RES or MSP at the new location.

### INVOLUNTARY CHANGE OF RES OR MSP

There may be times when the customer will be left without an energy supplier or metering service provider due to a number of circumstances. ComEd will take the following actions to ensure that customers continue to receive properly managed, uninterrupted electric service or metering service.

## **Residential Open Access Implementation Plan**

---

**June 1, 2001**

**Chapter 3: Customer Selection of RES or MSP**

### **RES or MSP Fails to Meet its Continuing Obligations or Loses Certification**

If a RES or MSP fails to meet ComEd requirements (e.g., goes out of business or fails to schedule transmission services or provide all 16 metering service functions), the ComEd account manager assigned to that energy supplier or metering service provider can move the energy supplier or metering service provider's enrolled customers to the utility under a "Mass Change" process.

- In the case of loss of an energy supplier, customers will remain on delivery services and will be put on Rider ISS - Interim Supply Service (Rider ISS) to allow time for a decision to be made on a new RES. During the time the customer is on Rider ISS, service will be continued with the selected MSP.
- In the case of loss of an MSP, the customer will be immediately returned to ComEd-provided metering service until a new MSP is chosen.

A notice is sent to the customer explaining that the RES or MSP will no longer provide it with electricity or metering service and the customer has been switched to ComEd electric service or ComEd-provided metering service until ComEd receives and processes a valid DASR from a RES or MSP. Customers will have the opportunity to select ComEd bundled services or a new RES for their energy supply. If a new RES is not selected in the appropriate time frame, the Customer will automatically be returned to ComEd's bundled electric service. Additionally, delivery services customers can either choose a new MSP or stay with ComEd-provided metering service.

### **RES or MSP Drops Customer (With DASR)**

When a RES or MSP drops a customer, the energy supplier or metering service provider is responsible for submitting a drop DASR to ComEd via EDI. In the event that there has been no other valid designation of a successor RES or MSP, ComEd sends an acknowledgement to the RES or MSP and a letter to the customer indicating this

## **Residential Open Access Implementation Plan**

---

**June 1, 2001****Chapter 3: Customer Selection of RES or MSP**

occurrence. If the drop applies to the energy portion of service, the customer is switched to ComEd under Rider ISS. The customer will remain on this service until ComEd receives and processes a valid DASR from a RES or MSP or the time period for Rider ISS elapses. If the drop applies to the metering portion of service, the customer is switched to ComEd-provided metering service until a new MSP sends in a valid enrollment DASR.

Energy supply customers may remain in the interim state from the date switched to ComEd under Rider ISS for a maximum of three billing periods. If at that time an enrollment DASR has not been received by ComEd, the residential customer will be switched to ComEd's bundled services and will not be eligible for delivery services for a period of 24 months. This means that the customer will not be able to select a RES during that time period.

### **Slamming**

Slamming occurs when a customer switch to a new RES or MSP was not authorized by the customer. The steps required to eliminate the slamming depend on when the customer informs ComEd of its claim that it has been slammed. ComEd will inform the customer of the steps to take to correct the contested switch.

In cases related to the RES, if ComEd is notified prior to seven (7) calendar days before the switch date, the customer will contact the contested energy supplier or metering service provider who will submit a rescind request. If the rescind request is received at least five (5) business days before the switch date, the switch will not occur. If the rescind request is received less than five (5) business days before the switch date, the customer will remain with the contested energy supplier until the next scheduled meter read date. The customer would then contact the correct energy supplier and ask that energy supplier to submit a new DASR to return the customer to the correct energy supplier.

## **Residential Open Access Implementation Plan**

---

June 1, 2001

Chapter 3: Customer Selection of RES or MSP

### **Process Before the Seven Calendar Day Window:**

- Customer contacts contested RES
- Contested RES submits rescind request
- No change in RES occurs
- ComEd sends notification to parties

### **Process for Five Calendar Days before Meter Read Date:**

- Customer contacts contested RES
- Contested RES submits rescind request
- No change in RES occurs
- ComEd sends notification to parties
- Fees charged, if incurred

### **Process for Less than Five Business Days before Meter Read Date:**

- Customer remains with contested RES until the next scheduled meter read date
- Customer contacts correct RES
- Correct RES sends enrollment DASR
- ComEd reinstates correct energy supplier on next meter read date
- ComEd sends notification to parties

In the case of a rescind request for the MSP, the same time period rules apply. However, the rescind will effectively be accepted until the time the meter exchange(s) occur. If the required time frames are not met, the MSP will be noted as not in compliance with the requirements.

## Residential Open Access Implementation Plan

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June 1, 2001

Chapter 3: Customer Selection of RES or MSP

### **Customer Disconnected by ComEd**

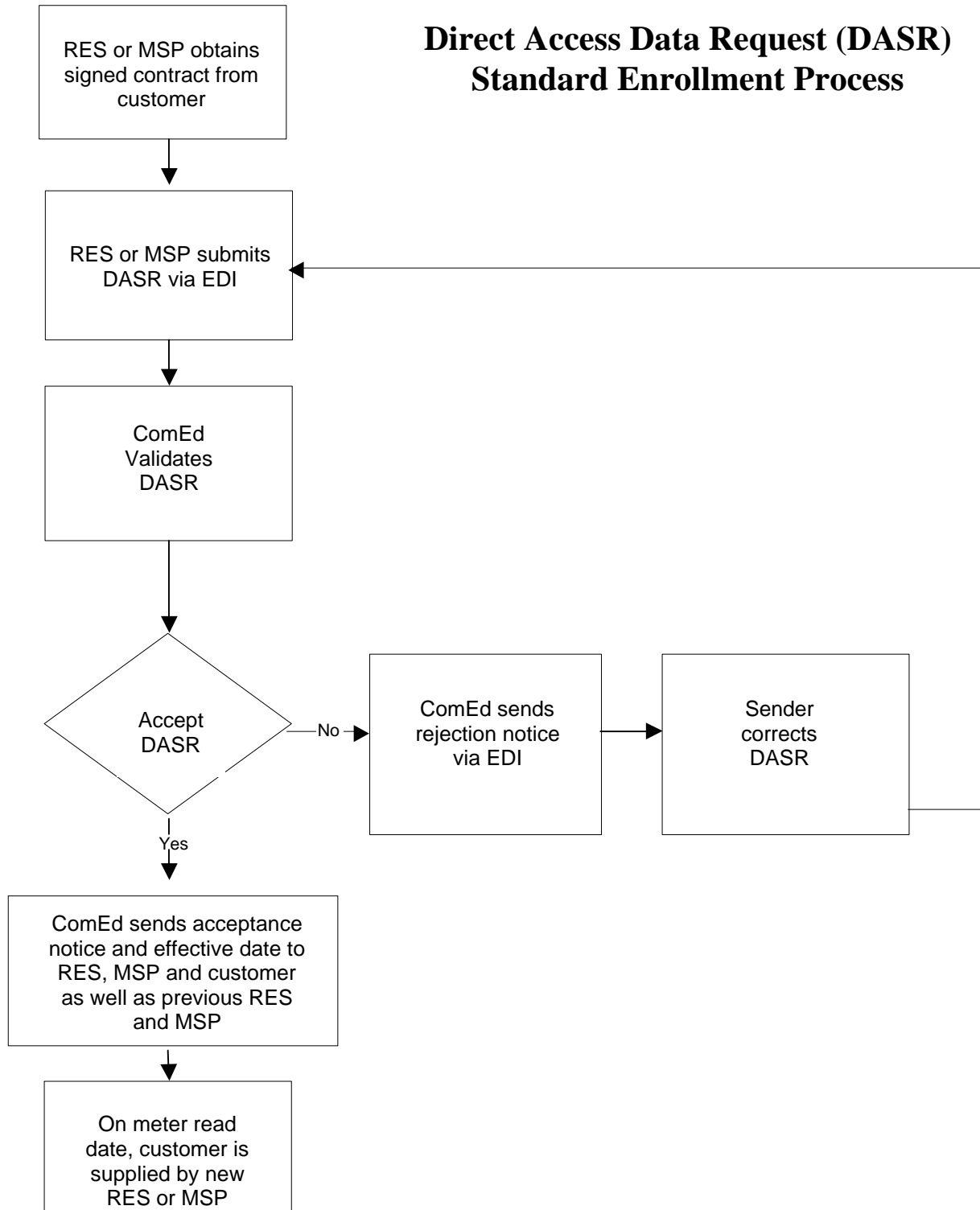
If a customer is disconnected by ComEd, the RES and MSP will be notified of a change in meter status, without the specific reason being given. The RES or MSP will remain as the RES or MSP unless it submits a Drop DADR. If the customer is not reconnected and the customer's account is finalized by ComEd, the RES and MSP will be notified of the finalized account via a drop DADR.



## Residential Open Access Implementation Plan

June 1, 2001

Chapter 3: Customer Selection of RES or MSP



## Residential Open Access Implementation Plan

June 1, 2001

Chapter 3: Customer Selection of RES or MSP

